

ABSTRACT OF THE DISCLOSURE

A monitoring apparatus for an automated teller machine (ATM), a call center, and a monitoring system. Even when a call center installed in an area is not in its service hours, the system can cope with an inquiry from a user in real time and realize a smooth 24-hour service. The system includes the ATM, the call center for monitoring and controlling the state of the automated teller machine at a remote place, and the monitoring apparatus for sequentially registering run information received from the ATM, service information and operator information received from various locations in the world. When receiving an inquiry from a user, the monitoring apparatus refers to information previously held in a storage within the monitoring apparatus, transmits the inquiry to the call center in service, and also transmits machine information and operation information of the monitoring apparatus from the monitoring apparatus to the call center.